

**How do I Find the Status of my Complaint?**

**How do I Find Out What Incidents are in my Neighborhood?**

**How do I know if the application is still running?**

**How do I know in which area I am?**

**How do I use the Dashboard?**

**How do I map the Incidents?**

**How do I Search the Incidents?**

## How do I Find the Status of my Complaint?

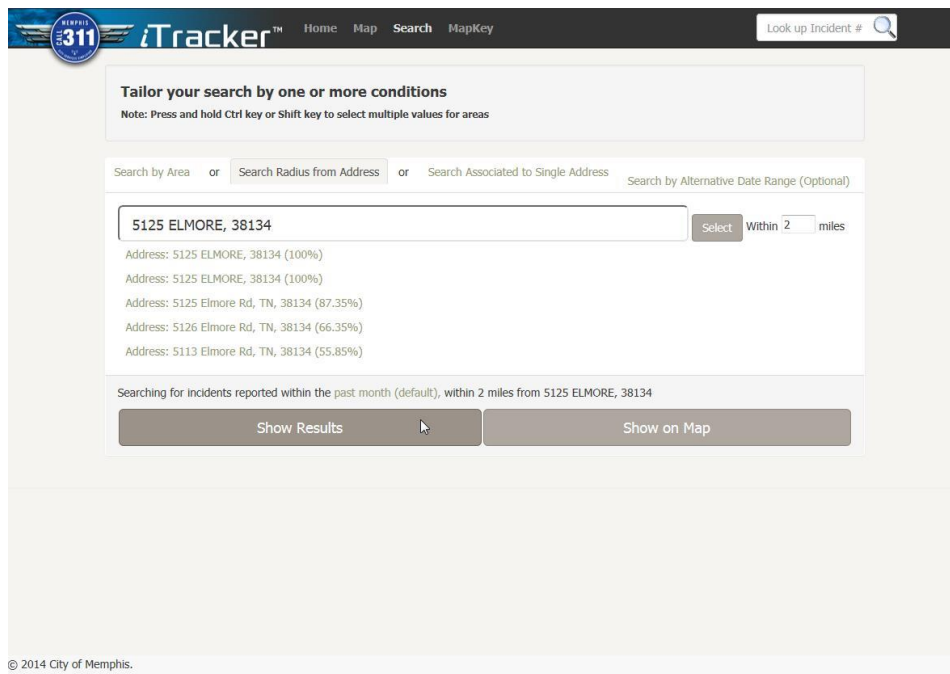
If you have submitted a complaint, and incident has been entered into the CRM database and an Incident# is assigned. Using this Incident#, the status is easily determined using this application.

To see the status, enter the Incident# in the Incident# box in the upper right-hand corner of the application window.



## How do I Find Out What Incidents are in my Neighborhood?

Click on “Search” from the menu at the top of the browser window. On the Search Page, select “Search Radius from Address.” Enter the street address and the radius. A list of possible address matches will be displayed. Select the choice that best matches the correct address.



The screenshot shows the iTracker application interface. At the top, there is a navigation bar with the Memphis 311 logo, the text 'iTracker™', and links for 'Home', 'Map', 'Search', and 'MapKey'. On the right side of the navigation bar is a search box labeled 'Look up Incident #' with a magnifying glass icon. Below the navigation bar, the main content area has a heading 'Tailor your search by one or more conditions' and a note: 'Note: Press and hold Ctrl key or Shift key to select multiple values for areas'. There are four search options: 'Search by Area', 'Search Radius from Address' (which is selected), 'Search Associated to Single Address', and 'Search by Alternative Date Range (Optional)'. Below these options, there is a text input field containing '5125 ELMORE, 38134', a 'Select' button, and a radius selector set to 'Within 2 miles'. A list of address matches is displayed below the input field: 'Address: 5125 ELMORE, 38134 (100%)', 'Address: 5125 ELMORE, 38134 (100%)', 'Address: 5125 Elmore Rd, TN, 38134 (87.35%)', 'Address: 5126 Elmore Rd, TN, 38134 (66.35%)', and 'Address: 5113 Elmore Rd, TN, 38134 (55.85%)'. Below the list, there is a status message: 'Searching for incidents reported within the past month (default), within 2 miles from 5125 ELMORE, 38134'. At the bottom of the search area, there are two buttons: 'Show Results' and 'Show on Map'. The footer of the page reads '© 2014 City of Memphis.'

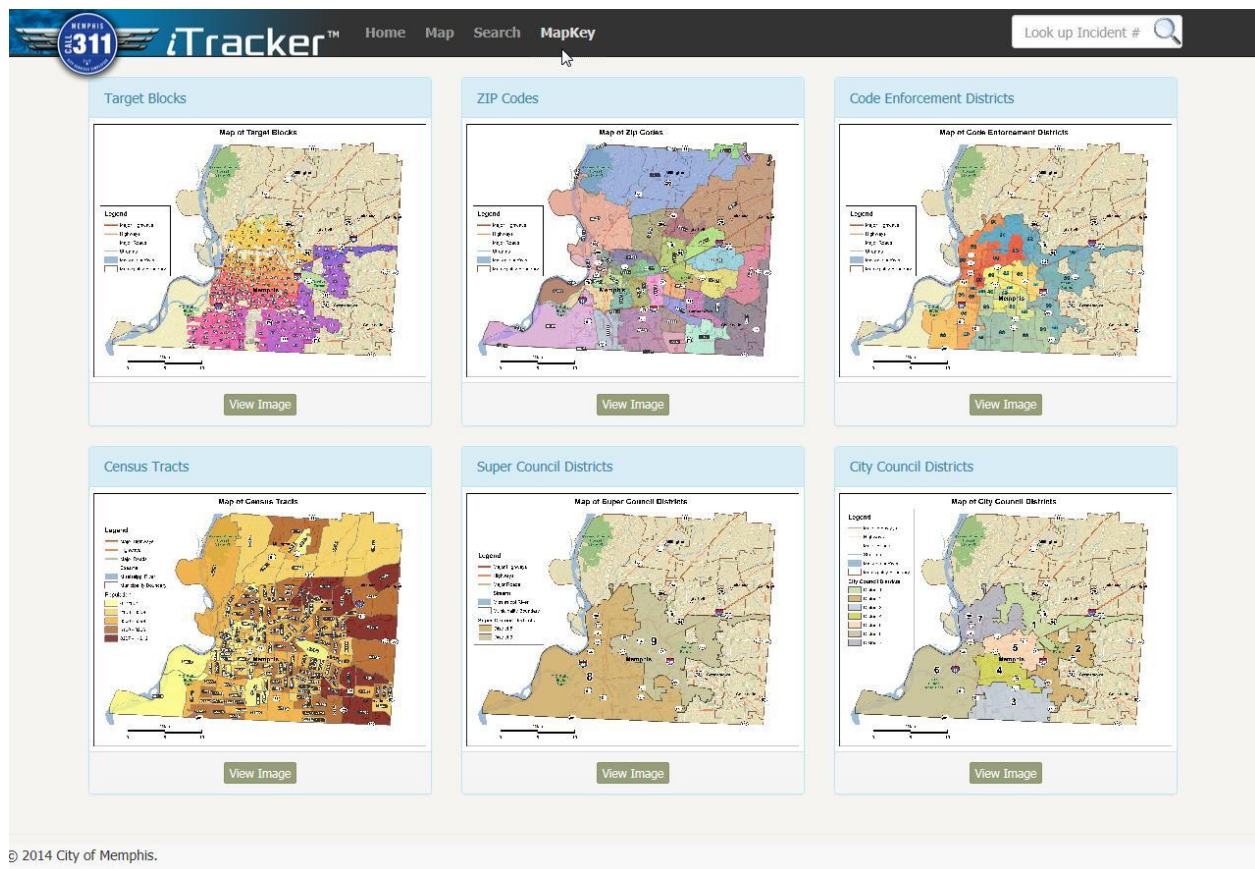
Then click on “Show Results” for a list of incidents near that address or click on “Show on Map” to see the incident location on a map.

## How do I know if the application is still running?

Due to the large amount of incident data that must be searched, some requests can take up to a minute.

## How do I know in which area I am?

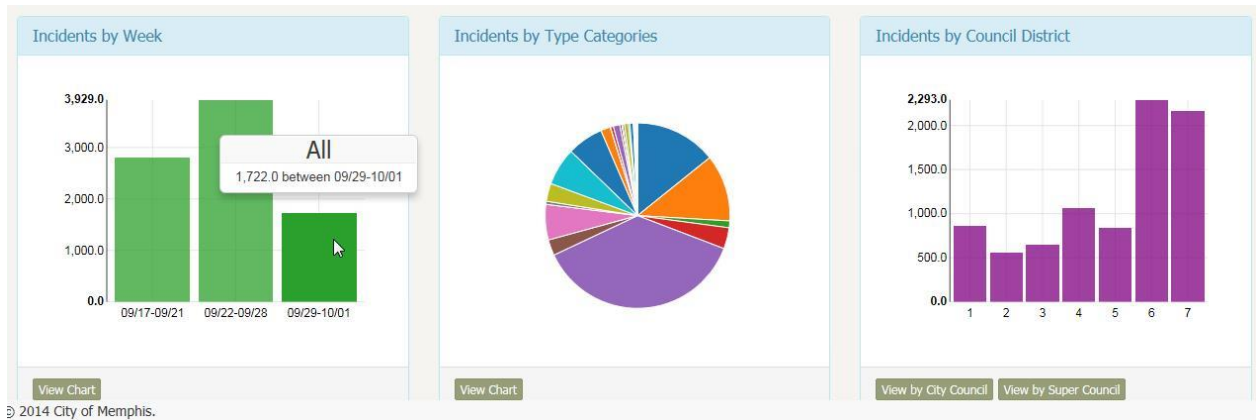
A series of static maps have been created which show the boundaries of the various areas. These maps are accessed by clicking on the MapKey menu choice.



Clicking on the “View Image” button will display the map in a larger size.

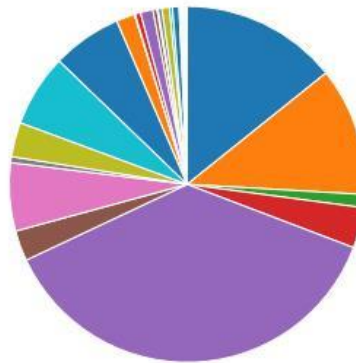
## How do I use the Dashboard?

The Dashboard is composed of three graphics at the bottom of the home page. These charts show high-level information regarding the a) incidents by week, b) incidents by type categories, and c) incidents by council district.



The data used for the dashboard is from the previous fifteen days. Clicking on the various parts of the charts will display additional information. Clicking on the “View” buttons under the charts will display an enlarged and more easily read chart (see below). The enlarged chart can also be clicked on for additional information.

Incidents by Type Categories

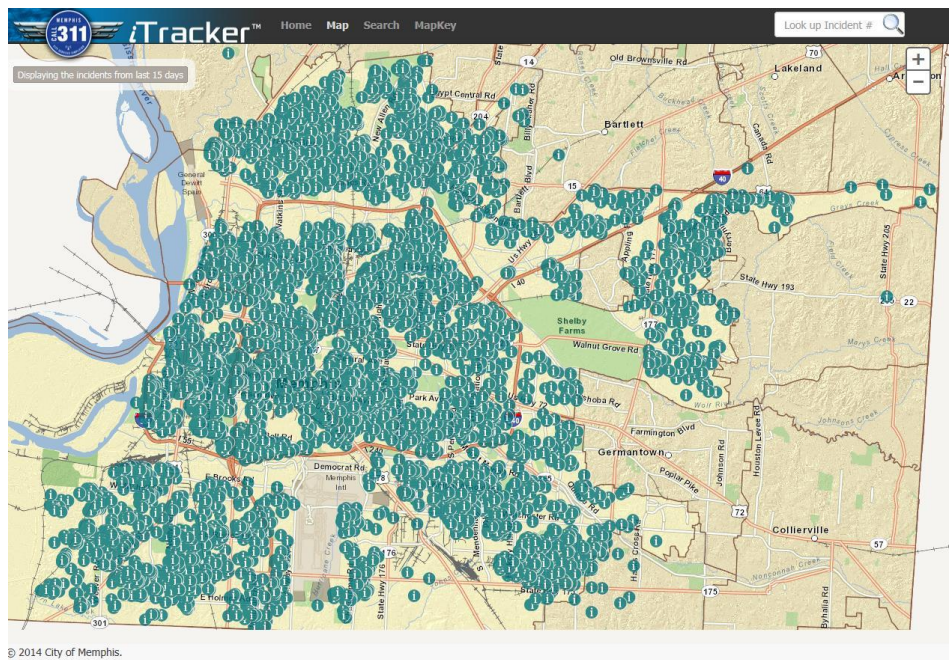


- Others (14.24%)
- Inspection-Structures (1.19%)
- Weeds (37.21%)
- Mayor's Action-Miscellaneous (6.18%)
- Inspection-Vehicle (3.13%)
- Billing (6.32%)
- Inspection-Storage (0.07%)
- Maintenance (1.13%)
- Inspection-Vacant Violation (0.11%)
- Maintenance-Potholes (0.69%)
- Service (0.59%)
- Inspection-Odor (0.07%)
- New Installation (0.11%)
- Inspection-Sign (0.08%)
- Patrol-Vehicles (0.05%)
- Inspection-Recreational (0.02%)
- Maintenance-Grass (0.01%)
- Inspection-Electrical (0.04%)
- Cart Maintenance (11.67%)
- Miscellaneous (3.69%)
- Recycle (2.77%)
- Environmental Maintenance (0.54%)
- Garbage (6.57%)
- Inspection-Junky Yard (1.68%)
- Cleanup (0.50%)
- Animal (0.37%)
- Inspection-Exterior (0.34%)
- Inspection-Zoning (0.27%)
- Patrol (0.06%)
- Inspection-Yard (0.07%)
- Flooding (0.02%)
- Inspection-Building (0.02%)
- Inspection-Plumbing (0.11%)
- Grass (0.02%)
- Maintenance-Alley (0.05%)

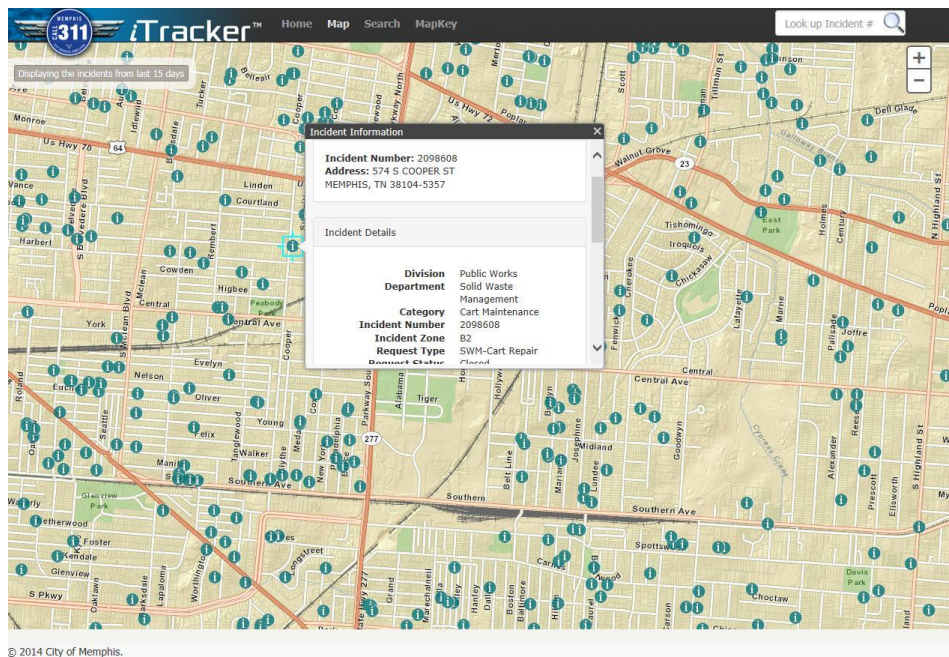
Close

## How do I map the Incidents?

The incidents can be mapped either as a whole or as a subset after filtering. To map all the incidents, click on the “Map” selection on the menu at the top of the page. A map of all the incidents from the previous fifteen days will be displayed.



The map can be zoomed using the +/- buttons in the upper right-hand corner. The map can also be moved around by clicking on the map and moving the mouse. At any time, clicking on an incident's icon on the map will display a pop-up window with additional information.



## How do I Search the Incidents?

Incidents from the previous month are accessible by the 311 iTracker™ application. A subset can be investigated by specifying an area and date range. When clicking on the “Search” option in the menu, the Search window is displayed.

**311 iTracker™** Home Map Search MapKey Look up Incident #

**Tailor your search by one or more conditions**  
Note: Press and hold Ctrl key or Shift key to select multiple values for areas

Search by Area or Search Radius from Address or Search Associated to Single Address Search by Alternative Date Range (Optional)

City Council Districts  
Code Enforcement Districts  
Census Tracts  
Super Council Districts  
Target Blocks  
ZIP Codes

District 1  
District 2  
District 3  
District 4  
District 5  
District 6  
District 7

Searching for incidents reported within the past month (default).

Show Results Show on Map

There are three types of areas that can be chosen by clicking on the related tab; Search by Area, Search Radius from Address, and Search Associated to Single Address. All three searches can be further refined by using an option date range.

In the following example, the area type used is a ZIP code. Once the area type is chosen, the list of choices for that type is displayed to the right. In this example, the user is restricting the incidents to those that happened in ZIP codes 38104 and 38106. Multiple ZIP codes were chosen by holding down the Ctrl key while selecting.

**311 iTracker™** Home Map Search MapKey Look up Incident #

**Tailor your search by one or more conditions**  
Note: Press and hold Ctrl key or Shift key to select multiple values for areas

Search by Area or Search Radius from Address or Search Associated to Single Address Search by Alternative Date Range (Optional)

City Council Districts  
Code Enforcement Districts  
Census Tracts  
Super Council Districts  
Target Blocks  
ZIP Codes

38018  
38023  
38028  
38053  
38103  
38104  
38105  
38106  
38107  
38108

Searching for incidents reported within the past month (default), in 2 Zip Code(s). 38104 38106

Show Results Show on Map

Once the area is specified, the results can be shown as either a list or on a map. The “Show Results” and the “Show on Map” buttons display the data appropriately.

“Show Results” produced a list of the 2227 incidents:

The screenshot shows the iTracker 311 web application interface. At the top, there is a navigation bar with links for Home, Map, Search, and MapKey, along with a search box labeled "Look up Incident #". Below the navigation bar, the "View Options" section includes buttons for List, Map, and Chart. The "Filter by Ticket Status" section has buttons for All, In Progress, Closed, and Open, with a link for Transferred Incidents. The "Filter by Type" section lists various incident categories with their respective counts: CE-Code Miscellaneous (68), CE-Junk Yard (21), CE-Open Storage and Furnishin (3), CE-Substandard, Derelict Struc (29), CE-Vacant Lot Code Violation (3), CE-Vehicle Violations (55), CE-Weeds Occupied Property (87), CW-Miscellaneous (9), CW-Weeds Vacant Houses (431), CW-Weeds Vacant Lots (572), EMI-Cave In (11), EMI-Manhole Cover Problem (2), EMI-Repair Miscellaneous (7), EMI-Sewage Spill/Overflow (1), EMI-Sewer Backup (42), EMI-Sewer Miscellaneous (44), EMI-Sewer Odor (1), and EN-New Signs (1). The main content area displays a table of incidents, showing 2227 of 2227 records. The table has columns for Incident #, Reported Date, Address, Request Type, Department, and Division. A "Prepare CSV" button is located above the table.

Incident #	Reported Date	Address	Request Type	Department	Division
2070350	09/02/2014	2049 HARBERT AVE	EMI-Cave In	Environmental Maintenance	Public Works
2069804	09/02/2014	1468 PEABODY AVE	SWM-New Start Garbage Request	Solid Waste Management	Public Works
2069478	09/02/2014	1494 GAUSCO AVE	SWM-New Start Garbage Request	Solid Waste Management	Public Works
2069232	09/02/2014	1445 STANDRIDGE ST	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2070506	09/02/2014	12 N IDLEWILD ST	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2070582	09/02/2014	285 N MCNEIL ST	EMI-Sewer Miscellaneous	Environmental Maintenance	Public Works
2068834	09/02/2014	90 N CLEVELAND ST	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2069028	09/02/2014	274 BERTHA AVE	CE-Code Miscellaneous	Code Enforcement	Public Works
2068992	09/02/2014	1519 S WILLETT ST	SWM-Cart Repair	Solid Waste Management	Public Works
2068784	09/02/2014	75 CLARK PL	SWM-Recycle Bin Request	Solid Waste Management	Public Works

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The 2227 incidents can be filtered by the Ticket Status. For example, if only those incidents that are “In Progress” are of interest, selecting the “In Progress” button will further refine the results.



The results can also be defined by the type of incident. Clicking on the incident type list on the left-hand side of the window will limit the list to those types. Here two types were chosen, each with three incidents of that type. The resulting list shows the six incidents.

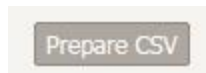
Showing 6 of 2227 records.

Prepare CSV

Incident #	Reported Date	Address	Request Type	Department	Division
2078522	09/09/2014	0 E MCLEMORE	CE-Vacant Lot Code Violation	Code Enforcement	Public Works
2080170	09/10/2014	1296 BURRIS ST	CE-Open Storage and Furnishin	Code Enforcement	Public Works
2083390	09/12/2014	2191 MADISON AVE	CE-Open Storage and Furnishin	Code Enforcement	Public Works
2093156	09/19/2014	0 E VIRGINIA AVE	CE-Vacant Lot Code Violation	Code Enforcement	Public Works
2095184	09/22/2014	0 PATTON	CE-Vacant Lot Code Violation	Code Enforcement	Public Works
2105800	10/01/2014	2273 VINTON AVE	CE-Open Storage and Furnishin	Code Enforcement	Public Works

Clicking on the selected types again will toggle the selection off. When the last type is toggled off, the entire list is redisplayed. Please be patient as it may take a while for the application to create new lists.

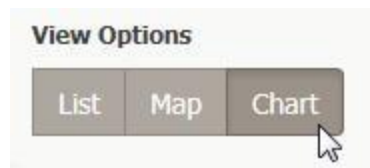
The incidents in a list can be downloaded to the user's computer for use outside the application. Clicking on the "Prepare CSV" button will begin the download process.



By default, the "Show Results" selection will display the incidents in a list. Clicking on the View Options buttons will display the listed incidents as either in a list (by default), a map



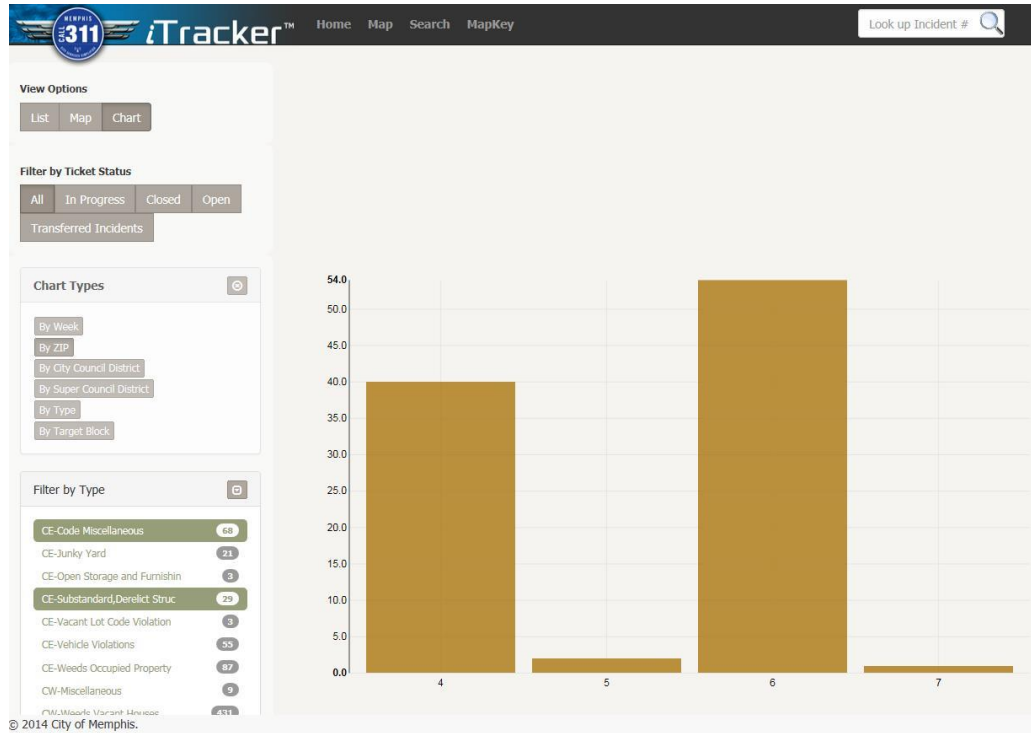
Or as a chart:



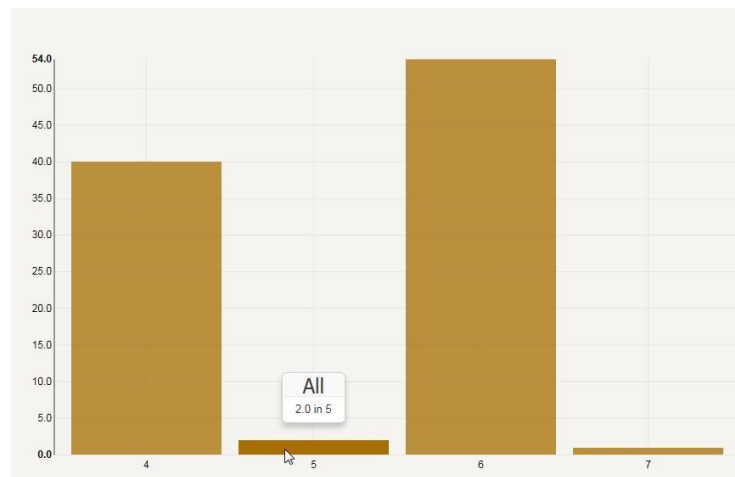
Clicking the "Map" button will achieve the same result as clicking the "Show on Map" button from the original Search page.

When viewing the incidents as a chart, the incidents can be further defined by Ticket Status, Chart Types and Incident Type.

In the example below, the incidents from ZIP codes 38104 and 38106 are limited to those incidents of types “miscellaneous” (68) and “substandard, derelict struct” (29). The chart is grouping the incident by City Council District.

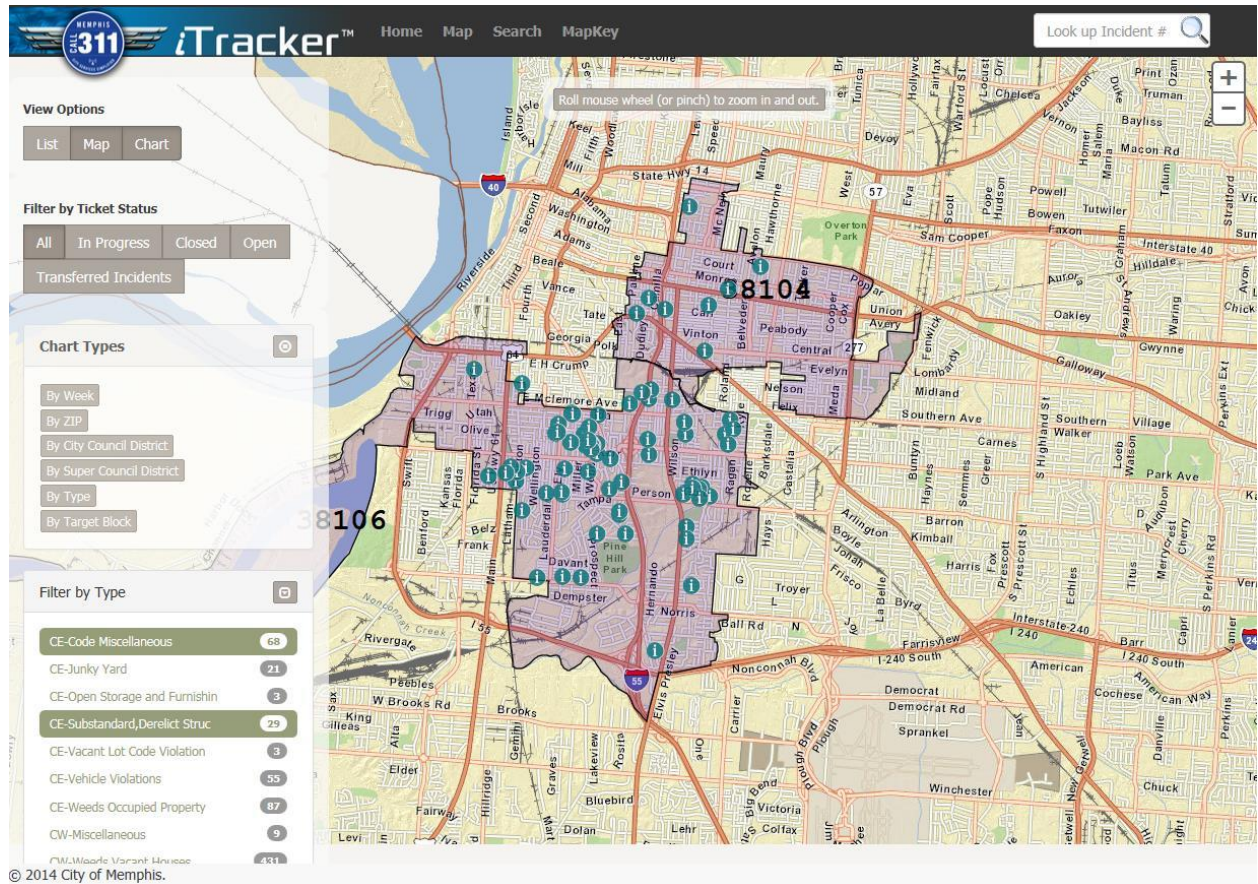


Of the 97 incidents (68 + 29), 40 are in City Council District 4, 54 are in District 6, and the rest are divided between Districts 5 and 7. In order to see exactly how many incidents are represented by a bar in the chart, clicking on the bar displays a pop-up message with the incident count (2 incidents in District 5).



Displaying the results of a Search on a map by clicking on the “Show on Map” button at the bottom of the Search page will result in similar functionality as “Show Results.” The difference is that instead of a list of incidents and the association information, a map showing the location of the incidents is displayed instead.

Here is same 97 incidents from the previous example are displayed on a map:



ZIP code areas 38104 and 38106 are shaded purple while the incidents are represented by a green “i” marker.

The incident shown on the map can be altered by using a ticket status filter and/or a type filter. In the example shown, only those incidents with a ticket status of “Closed” are shown. In incidents are further reduced to those of type “miscellaneous”(8) and type “substandard, derelict struct” (2). So from the original 2227 incidents, using an area filter of w ZIP codes, no date ranges, a status filter and 2 filter types, 10 incidents remain.

Lastly, clicking on any of the incidents on the map will display the information associated with that incident.

**311 iTracker** Home Map Search MapKey Look up Incident #

View Options: List Map Chart

Filter by Ticket Status: All In Progress Closed Open Transferred Incidents

Chart Types: By Week By ZIP By City Council District By Super Council District By Type By Target Block

Filter by Type:

- CE-Code Miscellaneous (8)
- CE-Junkyard (5)
- CE-Open Storage and Furnishin (1)
- CE-Substandard, Derelict Struc (2)
- CE-Vehicle Violations (16)
- CE-Weeds Occupied Property (26)
- CW-Miscellaneous (3)
- CW-Weeds Vacant Houses (145)

Incident Information

Incident Details

Division	Public Works
Department	Code Enforcement
Category	Miscellaneous
Incident Number	2084364
Incident Zone	C3
Request Type	CE-Code Miscellaneous
Request Status	Closed
Reported Date	09/15/2014
Creation Date	09/17/2014
Request Channel	PHONE
Resolution Code	Case not justified
Summary	WRITE UP NOT JUSTIFIED

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